



COLLIN COUNTY

Information Technology
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To: Judge Keith Self
Commissioner Shaheen
Commissioner Webb
Commissioner Jaynes
Commissioner Williams

From: Caren Skipworth, IT Director

Date: 7/3/2012

Re: IPCC Enterprise CVP/IVR/VXML Studio (Audium) Applications –
Maintenance - RFP No. 06224-11 - Award

The Information Technology department respectfully request approval to renew the IPCC Enterprise CVP/IVR/Audium Application Maintenance to MGS Services at the same cost as last year of \$5,208.00 per month.

The IPCC Enterprise CVP/IVR/Audium application maintenance agreement contract will provide ongoing maintenance and technical support for the call center applications through the end of FY2013. This maintenance and support is crucial and is not provided by Cisco. The major call centers include Jury Service, Main Operator, JP Services, District Clerk, Service Desk and Child Support Services to name a few.